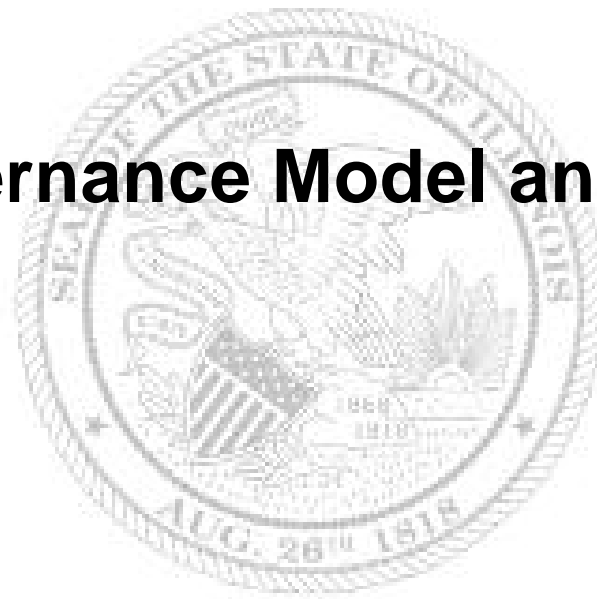


# The Governance Model and Processes



**The IT/Telecom Governance Model was officially rolled-out on August 1<sup>st</sup> to optimize IT investments for the State of IL.**



## **IT/Telecom Governance**

- A set of political processes, driven by principles, and sponsored by Enterprise leaders to ensure that IT investments meet the following objectives:
  - Alignment of IT/Telecom with the Enterprise goals and realization of the promised benefits
  - Use of IT/Telecom to enable the Enterprise to take advantage of opportunities
  - Optimize use of IT/Telecom resources
  - Management of IT/Telecom-related risks

**We have received feedback that not enough information has been communicated about what “IT/Telecom Governance” means.**

■ **Common Questions**

- What needs to go through IT/Telecom Governance?  
(What is an initiative?)
- What are the processes/steps in IT/Telecom Governance?
- What are my resources for IT/Telecom Governance?  
Who should I talk to if I have questions?
- What are expected timeframes for turnaround in the processes?
- How does this fit with PBC?

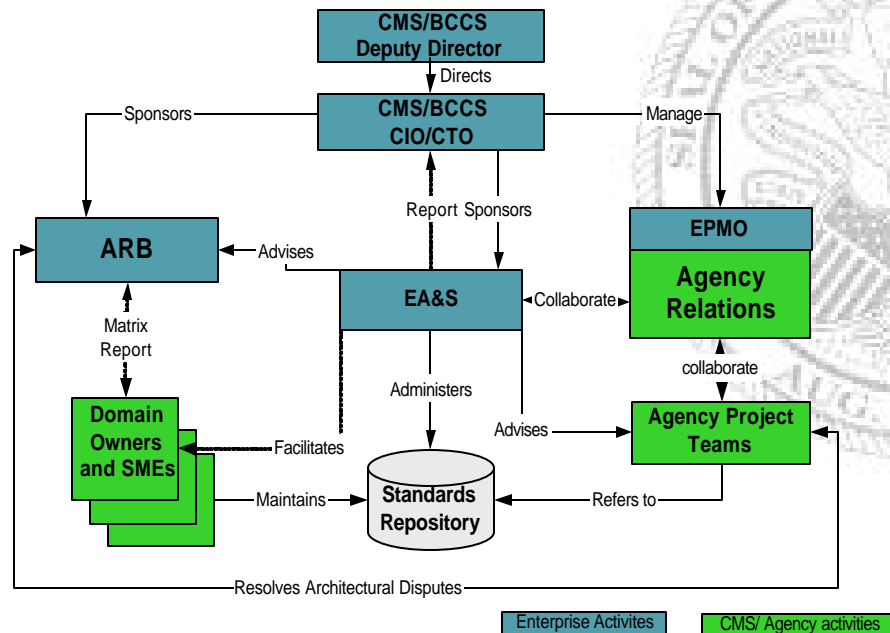


**We are here today to provide information and answer your questions.**



## The IT/Telecom Governance Model consists of two main components: Organizational Model and Processes

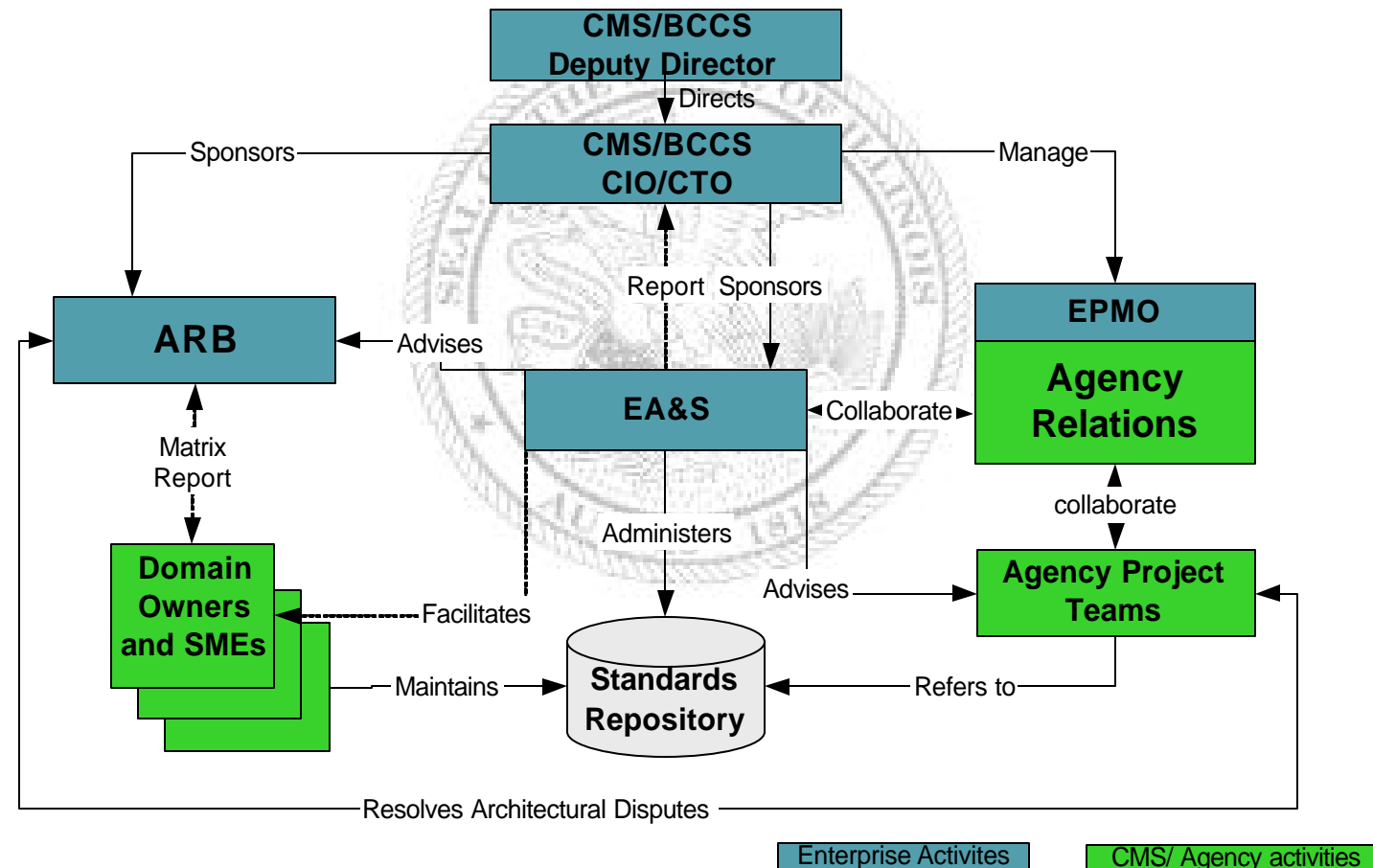
### IT/Telecom Governance Organizational Model



### IT/Telecom Governance Processes

Process	Name
1	Assess Business Alignment
2	Assess Solution Proposal
3	Assess Architecture Alignment
4	Post Implementation Review
5	Assess Waiver/ Exception Request
6	Conduct Standards Review
7	Technology Insertion and Renewal

**The Governance Organizational Model has eight functional units who work collaboratively on enterprise and agency activities.**



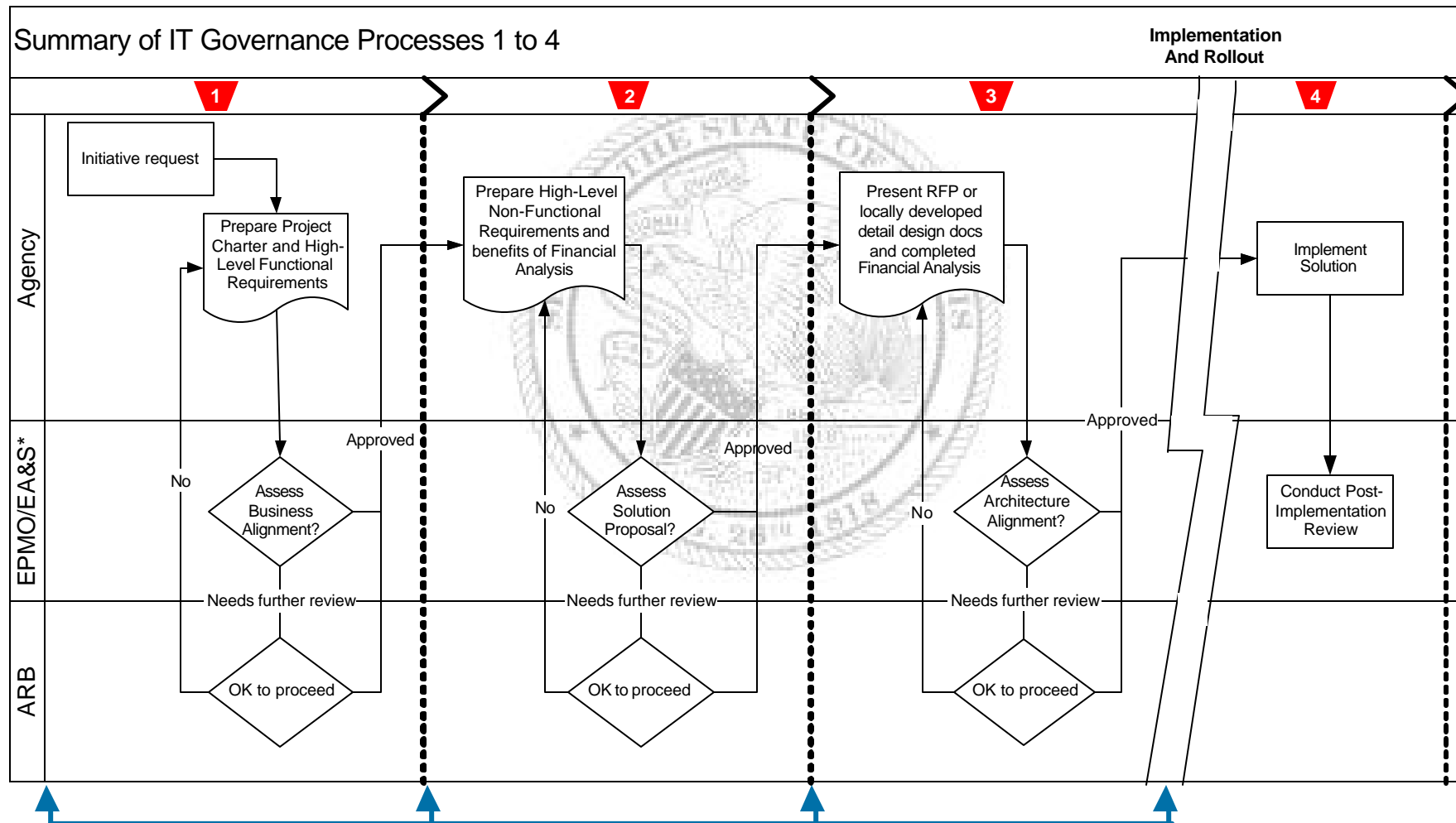
## IT/Telecom Governance Organizational Model clearly define the roles for each of the functional units.

- **CMS/BCCS Deputy Director**
  - Provides executive oversight to the Governance Model.
- **CMS/BCCS CIO/CTO**
  - Provides technical oversight to IT/Telecom Project.
- **EPMO - Enterprise Program Management Office**
  - Facilitates the Governance Process and manages application portfolio.
- **ARB - Architecture Rationalization Board**
  - Senior IT/Telecom Leaders, representing diversity of Agencies who are responsible for dispute resolution and act as thought leaders and domain mentors.
- **EA&S - Enterprise Architecture and Strategy**
  - Senior IT/Telecom and Network planners with detailed understanding of underlying IT/Telecom and Network concepts and who maintain Architecture Reference Models, develop IT/Telecom patterns and blueprints, and facilitate the Standards process.
- **Domain Owners/SMEs**
  - Senior Business and IT/Telecom Managers who identify and matrix manage Subject Matter Experts, manage Technical Standards, and influence consolidated business functions. SMEs are senior technical experts.
- **Agency Relations**
  - Coordinate Agency contact and communications, assist with Charter development, provide liaison to EPMO, and facilitate Service level discussions.
- **Agency Project Teams**
  - Resources that are involved in an agency's project.

## The Governance structure has seven processes; four of which involve agency activities.

Process	Name	Purpose	Agency Activities
1	Assess Business Alignment	Ensure technology aligns with business objectives and architecture standards.	✓
2	Assess Solution Proposal	Prevent duplicate solutions. Reuse or extend current solutions rather than buy new ones.	✓
3	Assess Architecture Alignment	Reduce TCO by following IT Standards. Validate the ROI via business case.	✓
4	Post Implementation Review	Learn and improve process. Provide compliance metrics	✓
5	Assess Waiver/ Exception Request	Accommodate non-standard business requests. Understand exceptions for future evaluations	
6	Conduct Standards Review	Keep TRM and Standards current. Keep up with external market trends. Reflect repeated Waiver /Exception requests	
7	Technology Insertion and Renewal	Maintain Standards repository. Perform lifecycle management.	

## From an agency perspective, the Governance processes 1 to 4 involve the Agency, BCCS/EPMO, and the ARB.





## Only Agency initiatives that meet Project Charter requirements are to go through IT/Telecom Governance.

- An initiative requires a Project Charter when it:
  - Meets the definition of an initiative
    - “An initiative is an effort with a sponsor and budget that has a defined scope with an estimated start date and an end date. Initiatives can be related to improvement efforts or implementation of a new system, technology, process or service.”
    - Examples of Initiatives that are projects are:
      - Revenue Maximizing
      - Revenue Assurance
      - New Programs
      - Major Cost Reduction
      - Service Quality
      - Employee Excellence
      - Legislative Mandate/Regulatory Compliance
      - Contractual Compliance
    - Initiatives are not:
      - Operational Continuity (Unforecasted)
      - Mandatory Maintenance & Repair

OR

If the above requirements do not apply...

- If the request amount exceeds the threshold of \$250K, a charter is required.
  - Figure represents total costs including hardware, software, services, and estimated internal labor
- If the requested amount is >20% of the original development cost of the system, a charter is required. If not, it may not be considered an initiative since it can be more of a maintenance activity.
- If the original development cost of the system is unknown, use the following calculation:
  - If the requested amount is >20% of the total current annual cost of maintenance, a charter is required.

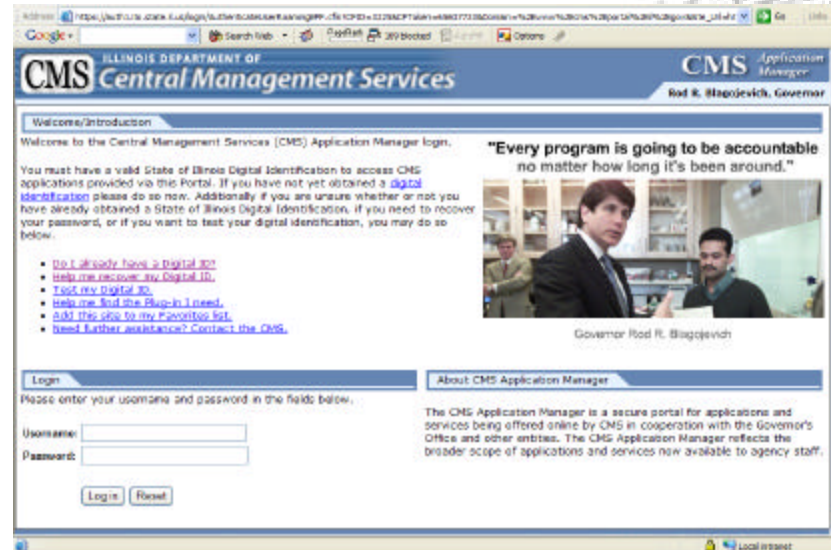
## **The Procurement Business Case (PBC) process works concurrently with the IT/Telecom Governance processes**

- All Procurements over \$5,000 require a PBC when a decision to procure has been made.
- All IT/Telecom projects that begin with a PBC and exceed \$5,000, will be sent to BCCS for review, and may result in the need for a Charter.
- All IT/Telecom projects that meet the definition of an “initiative” require a Charter.
- Within the Governance Process, once a procurement is identified, a PBC is required.

**When in doubt – contact your agency’s BCCS representative!**

**Resources and tools for IT/Telecom Governance will be available on the Governance website and from your Agency Relations Team.**

### Governance Website



<http://www.cms.portal.il.gov>

### Agency Relations Team

- Lynn Murphy (Manager)
- Melissa Camille
- Steve Haury
- Betsy Lamaster
- Mitzi Loftus
- Stan Wolfe
- Sarah Zervas

**QUESTIONS?**